MULTIMEDIA **UNIVERSITY**

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FINAL EXAMINATION

TRIMESTER 3, 2016/2017

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

(All sections / Groups)

26 MAY 2017
9:00am – 11:00am
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **3** pages with **4** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

a) You are working as an ERP consultant in Melaka Electronic Manufacturing Sdn Bhd. The CEO of the company would like to know what are the data flows between Sales and Marketing, Customer Relation Management, Human Resource, Accounting and Finance, and Supply Chain Management. Putting Sales and Marketing as the center, draw a diagram, with labels, to illustrate data exchanges among Sales and Marketing, Customer, Human Resource, Accounting and Finance, and Supply Chain Management.

(10 marks)

b) Melaka Fried Chicken Sdn Bhd has been implementing ERP SAP for three years. However, the rollout of the ERP system is marred with problems, ineffectiveness, and low ROI. The CEO of the company blames these issues on computer malfunctions. However, as an experienced SAP consultant, you know that these issues are usually caused by *people* problems. Write a memo to the CEO justifying your opinion on this matter.

(15 marks)

[Total: 25 marks]

QUESTION 2

a) Assumed that Melaka Fried Chicken Sdn Bhd is still using a legacy system instead of integrated information system. Following the complaints by customers of Melaka Fried Chicken Sdn Bhd, you are hired to look into the business inefficiency in the Sales and Marketing department. Write a memo to the CEO of the company explaining the problems with sales quotations and orders that arise from using a legacy system.

(15 marks)

b) Describe RFID technology and its advantages over bar-code scanners.

(10 marks)

[Total: 25 marks]

QUESTION 3

a) You are working as a production manager at Melaka Fried Chicken Sdn Bhd. This company currently manufactures two types of chicken paste, that is, *Chilli* and *BBQ*. Melaka Fried Chicken Sdn Bhd can produce 200 bottles of chicken paste per day. The table below illustrates the *Sales and Operations Planning* for month of January to June 2017 (see Fig 1).

SOP		Jan	Feb	March	April	May	June
Sales Forecast		4423	4504	4536	5125	4799	5039
Production Plan		4500	4600	4400	5000	4799	5039
Inventory	500	A					
Working Days		25	25	27	28	26	22
Capacity (bottle)		B					
Utilization		C					
Chilli	70%	D					
BBQ	30%	E					

Fig 1. Sales and Operations Planning

     i.   Calculate and write down the values for A, B, C, D, and E.

(15 marks)

Continued....

    ii.   You noticed that there is an issue with the production plan. Identify the problem and suggest **TWO (2)** possible solutions to resolve the issue.

                                                              (5 marks)

b) Melaka Fried Chicken Sdn Bhd has foreign-based subsidiaries in the USA. In what ways an ERP can improve its preparation of consolidated financial statements between home office and subsidiaries?

                                                              (5 marks)

                                                             [Total: 25 marks]

QUESTION 4

a) How does the SAP ERP system distinguish between a *task, job,* and *person*?

                                                             (10 marks)

b) The Happy Valley Utility Company uses turnaround documents in its computerized customer accounting system. Meter readers are provided with preprinted computer forms, each containing the account number, name, address, and previous meter readings obtained from the customer master file. Each form also contains a formatted area in which the customer's current meter reading can be marked in pencil. After marking their rounds, meter readers turn in batches of these forms to the computer data preparation department, where they are processed by a mark-sense document reader that transfers their contents to a magnetic tape.

This magnetic tape file is used as input for two computer runs. The first run sorts the transaction records on the tape into sequential order by customer account number. On the second run, the sorted transaction tape is processed against the customer master file, which is stored on a magnetic disk. Second-run outputs are (1) a printed report listing summary information and any erroneous transactions detected by the computer's and (2) customer's bills printed in a special OCR-readable font. The bills are then mailed to the customers for payment.

Prepare a system flowchart of the billing operation, commencing with the computer preparation of the meter reading forms and ending with the mailing of customer bills.

                                                             (15 marks)

                                                             [Total: 25 marks]

                                                             End of Page.